ARMY

FOOD SERVICE CONTRACTING

SHORTFALLS

&

SOLUTIONS

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Food Service Contract Management

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FOOD SERVICE CONTRACTING

SHORTFALLS

- MGMT OF FD SVC OPERATIONS
- CONTRACT REQUIREMENTS
- CONTRACT ADMINISTRATION
- CONTINGENCY CONTRACTING

MGMT OF FD SVC OPERATIONS

- Lack of Menu Planning / Menu Standards
- Excess Inventory
- Recipe File Maintenance
- Master Item File Maintenance
- Food Safety
- Account Status

CONTRACT REQUIREMENTS

- <u>PROBLEMS IN WRITING THE PWS</u>:
- Missing clearly stated Requirements and STANDARDS
- Ambiguous, Unrealistic Req's
- Inconsistent/Conflicting Requirements
- Antiquated (How To) Req's
- Inaccurate Workload
- Insufficient/Inoperable Govt Furnished Equipment and Facilities

CONTRACT ADMINISTRATION

- **Inadequate Performance Assessment Procedures**
- **Assessment plans not developed, not implemented, not comprehensive**
- **Contracts Not Being Enforced**
- **Documentation Not Specific, Not Comprehensive, Not Forwarded to Contracting Officer**

CONTRACT ADMINISTRATION

- Failure to Keep Contracting Officer Informed
- Improper Direction Of Contractor
- Constructive Changes Driving Costs
- Failure to Investigate Losses
- Ineffective Performance Evaluation

Contingency Contracting

- Implemented as Conditions Permit
- Contracts are Sparse with Minimal Direction
- Provides Flexibility yet Limits Control
- Should be Short Term With Move to Sustainment Contracting (Command Decision as Theater Matures)
- Food Service experts must be included in the mix.

Cause of problems:

- **Insufficient training**
- **Inexperience**
- **Lack of Contracting and Food Service Technical Knowledge**
- **Inadequate Planning**
- **No Team Approach**
- **Lack of Communication**

FOOD SERVICE CONTRACTING

SOLUTIONS

DEVELOP

- **Requirements and Standards**

IMPROVE

- **Gov Furnished Property**
  - **AFMIS/STORES System Training**
- **Performance Requirements Summaries**
- **Performance Assessment Plans**

- **TRAINED PERSONNEL**

FOOD SERVICE CONTRACTING

SOLUTIONS

*Train Personnel

*Assist in developing & administering food service contracts.

USE PWS and TEAMWORK

FOOD SERVICE CONTRACTING

SOLUTIONS

- Train Personnel

- Use DA Performance Based Prototypes
- Develop Accurate Requirements
- Implement Comprehensive Assessment Plans
- Accurately Report Performance Levels
- Develop Sound Recommendations (Awards/Remedies)
- Provide Required Training Assistance (AFMIS/STORES/ADMIN)

FOOD SERVICE CONTRACTING

- To date during 05 ACES has provided Food Service Contract Management (COR) training to Approx: 135 Students

- To date during 05 ACES has provided the compressed Food Service Contract Management-CONOPS training to Approx: 165 Students

- ACES is developing a Draft Prototype Performance Work Statement and Performance Assessment Plan for use in Contingency Operations

- ACES Continues to revise all course materials.

FOOD SERVICE CONTRACTING

SOLUTIONS

COR/QAE MUST BE ABLE TO:

- **USE THE DA PROTOTYPE TO DRAFT A PBWS & PBAP**
- **ASSIST IN DEVELOPING THE SOLICITATION**
- **EFFECTIVELY ADM. CONTR. AT PAE/ COR LEVEL**
- **ACCURATELY EVALUATE PERFORMANCE**
- **ADEQUATELY DOCUMENT PERFORMANCE LEVELS**
- **RECOMMEND REMEDIES FOR UNSAT SERVICE**

FOOD SERVICE CONTRACTING

SOLUTIONS

PBSA CONCEPT:

- **CLEAR REQUIREMENTS**
- **WHAT IS TO BE ACCOMPLISHED**
- **MEASURABLE STANDARDS**
- **PERFORMANCE INCENTIVE**
- **CONTRACTOR RESPONSIBLE FOR QA & QC**
- ***GOV'T RESPONSIBLE FOR PERFORMANCE ASSESSMENT***

FOOD SERVICE CONTRACTING

SOLUTIONS

ELEMENTS TO CONSIDER:

- **MINIMUM NEEDS**
- **WORKLOAD**
- **TYPE OF CONTRACT**
- **LENGTH OF CONTRACT**
- **EXISTING CONTRACT**
- **PROTOTYPE REQ’s & STDS**
- **CONTINGENCY REQ’s**

FOOD SERVICE CONTRACTING

SOLUTIONS

COR DUTIES:

- **RENDER ADMIN & LIAISON SUPPORT**
- **MONITOR & ASSESS PERFORMANCE**
- **KEEP DETAILED RECORDS**
- **MAKE RECOMMENDATIONS**
- **COMMUNICATION – KEEP THE KO INFORMED**

FOOD SERVICE CONTRACTING

SOLUTIONS

COR RESPONSIBILITIES:

- **KO - FOR PURPOSE OF THE CONTRACT (EYES, EARS & NOSE - NOT THE MOUTH)**
- **SUPERVISOR ?**
- **FULL TIME OR OTHER DUTY?**
- **COR DUTIES?**

FOOD SERVICE CONTRACTING

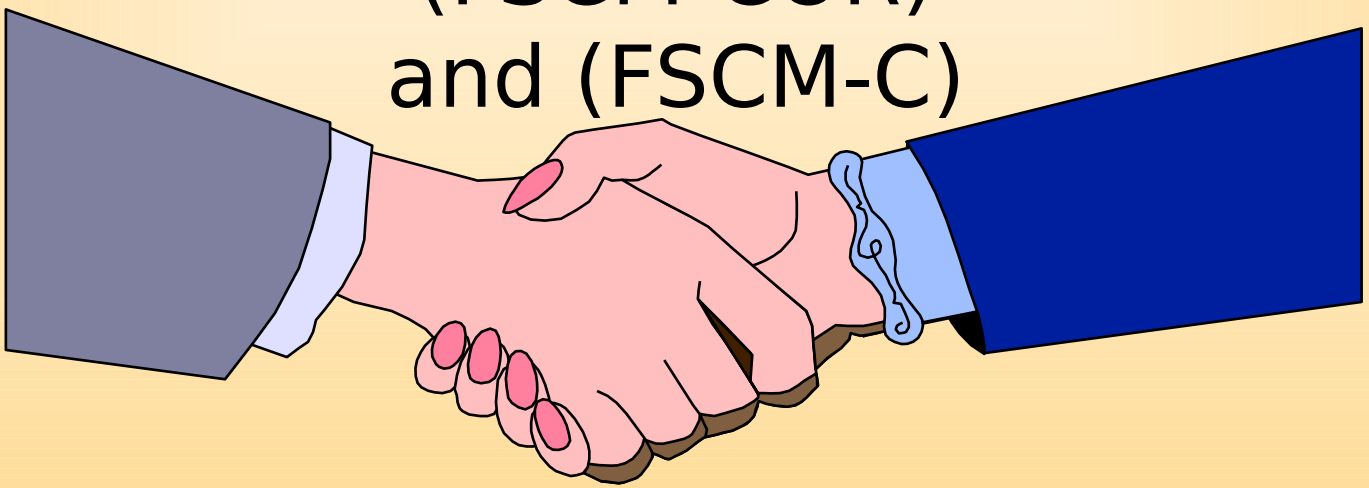
SOLUTIONS

COR Limitations

- **PRICE**
- **QUANTITY**
- **QUALITY**
- **DELIVERY**
- **TERMS OF THE CONTRACT**

FOOD SERVICE CONTRACTING
SOLUTIONS

USAQMC&S ACES OPERATIONS TRAINING
IN
FOOD SERVICE CONTRACT MANAGEMENT (FSCM-COR) and (FSCM-C)



United States Army

This is to certify that

NAME

has successfully completed the

U.S. Army Quartermaster Center and School

Contracting Officer's Representative's Food Service Certification Course

this 18th day of January 2002 (80 hours)

Given at Fort Lee, Virginia

DONALD P. VTIPIL, JR.
LTC, QM
Director, Army Center of Excellence, Subsistence

Questions?

FOOD SERVICE CONTRACTING POCs

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